GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:3851
ANSWERED ON:08.12.2016
Air India Services
K. Shri Parasuraman

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the number of complaints on quality service against Air India is higher than any other airlines;

(b) if so, the details thereof and the total number of complaints received this year against poor services of Air India; and

(c) the action taken by the Government to ensure quality services to air passengers?

Answer

Minister of CIVIL AVIATION

(Shri Ashok Gajapathi Raju Pusapati)

(a) to (c): Yes, Madam. As per the monthly data submitted by the scheduled domestic airlines including Air India, total number of complaints received by them on different accounts for the period November 2015 to October 2016 is placed at Annexure-1.It is stated in this regard that complaints arise from deficiency of service which may sometimes be a perception on the part of complainant. However, Air India records the complaints and track till they reach a logical conclusion. ;

The total numbers of complaints received from January 2016 to October 2016 on the Network are 5879. Air India constantly endeavors to upgrade and enhance its facilities/services being provided to its passengers to ensure customer satisfaction.The facilities/services provided by Air India to its passengers are on par with other International and Domestic Carriers. These facilities/services are constantly being monitored, reviewed and upgraded in order to provide the best product to the customers. Also being a Star Alliance member, Air India adheres to benchmarks services in line with global standards with stringent guidelines in place.